



Dear Customer

**Runcorn Post Office®**  
**Unit 118 River Walk, Runcorn Shopping Centre, Runcorn, WA7 2BX**

**Local Public Consultation Decision**

I am writing to confirm that we have proceeded with our proposal to move this branch to a new location – Unit 99, Runcorn Shopping Centre, Runcorn, WA7 2EU. The new service commenced on Wednesday 13 September 2017 at the new location mentioned above. Details of the new service is provided at the end of this letter.

We received 3 individual responses from customers and local representatives during the consultation period. Some feedback expressed concerns about the availability of space in the new store, and the effects this may have on queuing. We work closely with the operator in the design of the new branch to make sure the internal layout provides adequate space and privacy for Post Office customers. This also includes making sure access into and inside the store is kept clear and free of obstacles. We also received comments in support of retaining a Post Office service in the local community.

This feedback enabled me to improve my understanding of customers' concerns, and to ensure that all such information was taken into account before finalising our plans for the new service.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 304434.





Thank you for considering our proposal.

Yours faithfully

*Lesley McNally*

**Lesley McNally**  
**Network Operations Area Manage**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use  
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

**Details of the new service:**

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**Runcorn Post Office**

Unit 99  
Runcorn shopping Centre  
Runcorn  
WA7 2EU

**Services**

The same range of services are available with the addition of National Lottery.

**Access and facilities**

This branch has a wide door and level access at the entrance.

**Opening times**

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-17:30
Sunday	Closed

**Transport/parking**

Customers can still use the same parking and bus facilities.

**Route**

20 metres away from the previous branch, along level terrain.

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